

## Question 22

## Section F

## *Annual Riverside Resident Survey*

### **Question 22**

*Please give us any suggestions you might have for improving the quality of any of the City of Riverside's services.*

- 1 More jobs, improve what you have as well.
- 2 Better sweepers for street cleaning, they just push everything around, into storm drains.
- 3 Solve the homeless problem! The homeowners are not being listened to.
- 4 Alert neighborhoods when crime has taken place.
- 5 Clean up Fairmount Park!
- 6 None.
- 7 Better tree care, handicap sidewalk ramps at street corner, pave or repave alleys.
- 8 Garbage services for the handicapped. Bins are too heavy and hard to haul up or down the driveway.
- 9 Need sweep cleaners more than once a month. I have huge city trees and leaves are filling up my trash everywhere and it is hard work for me.
- 10 More programs for youths and seniors citizens. Fix some of the city streets.
- 11 More police officers and better pay to them. If an officer gives his life for his job and service to the community the pay should be much better.
- 12 None.
- 13 Trash-they come too early.
- 14 Police department should patrol more and resolve non-emergency problems with a tight budget, don't waste city money on cultural diversity.
- 15 I am a single parent without any family and my need is and always will be child care services.
- 16 None.
- 17 None.
- 18 Fix the DMV services.
- 19 Clean up overgrown over yards.
- 20 Upgrade. Put Sears out of Arlington or remodeling. Wrong with what has been done on Central and much more, think!
- 21 Pass a municipal ordinance prohibiting overnight parking on a specific day or night allowing the street sweeping to be scheduled for that day or night.
- 22 More animal control/domestic and wild.
- 23 We need to start washing down side walks buildings etc. everything is looking dirty.
- 24 There seems to be a lot of homeless walking by our house.
- 25 Recycling bins have been requesting in my area before but still unavailable,
- 26 Trees trimmed, street curbs and gutters (water builds up in our driveway).
- 27 Make builders protect our natural assets, water course, hilltops and design of homes and businesses to keep some open space to enjoy.
- 28 Improve the dog park.
- 29 I believe so far so good you people are doing a great job, everything has improved. Thank you.
- 30 Traffic improvements, stop building and work on improving traffic congestion.
- 31 Magnolia center needs to be cleaned up along with Hardman center and Arlington.
- 32 Services are good, what Riverside needs is some kind of "walking society" more things to do!
- 33 Get honest, reasonable police men.

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- 34 Trees and shrubs that obscure your vision at corners, when driving. Stop signs?
- 35 Raise the rent on apartments on Adams and Magnolia and don't put more in. They raise crime and annoy property owners.
- 36 City Hall staff always seem in a hurry, rushed. Not very specific with information.
- 37 Hire more police officers and pay them better wages.
- 38 We need a dog park on the Southside of the 91 freeway.
- 39 Don't expand so much.
- 40 Traffic is terrible all hours, all days.
- 41 None.
- 42 None.
- 43 Street sweepers, corners of neighborhood trash built up on streets.
- 44 There seems to be a big increase in fraud, especially by phone in our city.
- 45 Code enforcement needs to improve tremendously. Ron Williams was the best officer our area ever had, but we no longer have him here.
- 46 Sidewalks make any neighborhood and better lights.
- 47 Where I lived there's a lot of one acre houses with a lot of junk that attract pests.
- 48 Finish street projects before starting new ones!
- 49 Would like to see more police patrols especially at night need to clean up casa Blanca area.
- 50 Animal control. Neighbor (6454) Mitchell has two loose unlicensed dogs. I pay fees every year. City used to go door to door checking in post.
- 51 More street lights.
- 52 If any of the food places are open in downtown Riverside, the employees should leave the tables and chairs available for customers.
- 53 Sidewalks and running paths in La Sierra area.
- 54 Smooth up the lumpy streets.
- 55 I shop Ontario, Orange, or LA County because no access in Riverside. You have to drive outside city to spend your money. Enough with the houses.
- 56 Not charge so much for permits and plan review fees. Define the process for obtaining building permits building a home.
- 57 None
- 58 Street repairs.
- 59 I would like to see more police cars out patrolling the neighborhood and businesses.
- 60 Traffic.
- 61 Notify residents when the street sweeper will be by so we can move vehicles.
- 62 Two hour parking lots, not enough time to eat, shop and browse.
- 63 Need to do something about traffic at Arlington and Alessandro/ Central (basically this end of town). Although politically charged, need to continue overlook canyon crest as well as Central at Chicago or stop development in this area. The "carrying capacity" of this area has been exceeded.
- 64 Public safety to reflect the growth in Riverside County.
- 65 Customer reps need to answer the phone (always voice mail to call afterwards) not good customer service!
- 66 Library improvement! My children call the Barnes & Noble the "library" because we don't like the atmosphere of public library.
- 67 Make code enforcement proactive and increase graffiti removal.
- 68 Over crowded streets, specially Van Buren, Alessandro, and La Sierra. Too many new housing developments, too many houses close together.
- 69 Continue to address getting the community personally involved in keeping our city clean!

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- 70 Street repair and congestion.
- 71 Trim trees and palm trees to remove weeds from vacant lots on major streets.
- 72 None.
- 73 Regular inspection of neighborhood for inspection of potholes, and problems with the sidewalk.
- 74 Patrol magnolia area at night (police residential areas)
- 75 Following up and investigating what information developers give.
- 76 None.
- 77 Clean up the alleys. Rats are a problem. Look behind houses on Cover St.
- 78 Encourage more involvement from residents.
- 79 Instead of one every two weeks for street sweeping, I think it should be every week.
- 80 Police responding and patrol in neighborhoods.
- 81 Alessandro/Arlington left turn lane needs repaired.
- 82 Street repair, the condition of Alessandro between mission grove and the 91 freeway is awful. There are potholes and cracks everywhere.
- 83 Stop building houses! There is too much traffic on Alessandro and Van Buren already!!!
- 84 None.
- 85 More green belts, stop widening streets, finish designated parks (Castlevue-in 1990 planning meetings-would be done in 10 years). One on Chicago and central, been too long to remember name give to it.
- 86 Increasing public pools hours of operation.
- 87 Please wake all city services color blind. Drop "cultural diversity" as a theme.
- 88 Collect trash more than once per week.
- 89 Improved customer service overall in the city.
- 90 More parking and lighting.
- 91 Take out the whole city council and put in new people. Listen to all downtown/Eastside residents to help improve it in homes and businesses.
- 92 Traffic congested, speed bumps useless to cars.
- 93 Get the freeway construction done!!! Ease traffic.
- 94 To check the streets trees.
- 95 Follow up and enforce city code to clean property, allowing fraternity homes in residential neighborhoods with no restrictions.
- 96 None.
- 97 More of these surveys so that we can report things that we don't know who to call.
- 98 Expand art organization downtown.
- 99 Put more jobs and after school programs for all.
- 100 None.
- 101 Nothing comes to mind at this time.
- 102 More public transportation closer to home.
- 103 Communication. Neighborhood involvement. Incentives to get involved. Get children involved so they evolve naturally with it as adults/
- 104 No comment.
- 105 Better cable company with more than one option and more competitive pricing.

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- 106 Street sweeping signs so people will move their cars so the street sweeper can do his job. Gutters are not getting cleaned.
- 107 I'd like to have police patrols around more often.
- 108 How about periodic maintenance checks in neighborhood, streets for trees, sidewalks, and cleanliness.
- 109 More communication with the police department. Some kind of community programs with the police and community.
- 110 Have city employees people that repair roads.
- 111 More mini parks for small children and seniors.
- 112 Providing restroom on Main and 5th for the Wednesday night market.
- 113 More bus stops on Victoria.
- 114 Parking in downtown area.
- 115 Reduce permit fee schedule.
- 116 Traffic is a mess, too many cars not enough road.
- 117 Do something about the trains! They cause so much traffic congestion which creates bad attitudes and the streets! They are ridiculous!
- 118 Have a real person answer the phones instead of listening to messages and pressing options.
- 119 Maintain city heritage, restore old buildings and keep citrus groves. Expand improvement in UCR and downtown districts, especially MLK, mission blvd and university Ave.
- 120 Educate people, especially Hispanics on pet laws and responsibilities of pet owners! Also improve conditions at pound!
- 121 Better library, more parks, more family activities.
- 122 N/A
- 123 More police. Can't have a safe city without them.
- 124 Make sure trash gets picked up correctly, the streets get clean more often and more police watch at night.
- 125 Traffic on Alessandro is a nightmare.
- 126 Make sure police are doing their job by verifying their location; respond to calls in a timely manner.
- 127 More girl softball fields, improve existing fields.
- 128 Traffic congestion.
- 129 Try to get a youth center built for teens, for dances etc.
- 130 That the police would be more friendly; less attitude.
- 131 Control problem with homeless people at public parks.
- 132 You need more police personnel, apparently, because they do not respond to certain calls unless is a life or death situation.
- 133 How about enforcing dog licenses. Capturing the many stray dogs/animals here in my neighborhood.
- 134 Start by giving tickets to loud boom boxes, stop people from bringing grocery carts home with them! And leaving them on the street!
- 135 More security in school grounds (after hours).
- 136 Please keep downtown streets/sidewalks clean, some trees messy.
- 137 Too long on hold when you call. Homeless shelters should pick up litter in exchange for meals.
- 138 More community outreach.
- 139 More code enforcement or codes, if necessary to require homeowners in all areas to keep their yard presentable (no trash, weeds at a minimum, and grass not dirt).
- 140 Better Litter programs to keep streets clean, fix up older streets more often, make sure sidewalk repairs match existing sidewalks.

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- 141 Streets need improvements, it not be so long between services.
- 142 More code compliance officers. Need safe streets now program pushed more. More police officers. DNACS reinstated.
- 143 Improve the programs for parents and children in schools.
- 144 Code enforcement needs to do their job, trashy yards.
- 145 Street services, cleanliness, homeless living in public parks, can't even take kids to park!
- 146 City "Code" Department needs to be more pro-active.
- 147 Listen to residents' concerns, do not "pass the back." Take responsibility for actions e.g. you should have notified residents of water change!  
Whether you were required to or not.!!
- 148 Need more big trash pick up days.
- 149 Lots of drug and gangs in poor neighborhoods such as Gould St and Indiana Ave.
- 150 Electric rates too high for people on fixed income.
- 151 More shade trees. Trim palm trees on Main streets.
- 152 Stop downtown weekend and weeknight street closures for events. Attracts bad crowds.
- 153 Appalled at the retirement packages for law/fire personnel, retire on early disability, COME ON due to stress. They know how to "milk" the system.
- 154 I know my tree in front of my house is way too large and needs to be trimmed.
- 155 Traffic is horrible, we are moving to another state, I have lived in Riverside all my life, but traffic problem major reason we are moving.
- 156 Refrigerator magnets with important phone numbers.
- 157 Speed bumps on busy residential streets.
- 158 Street sweepers can't keep the gutters clean if cars are parked there, time those people.
- 159 More downtown parking (free).
- 160 Buses should run later for people that work late.
- 161 Hire more minorities.
- 162 The city should help with the re-doing of Evergreen Cemetery.
- 163 Orangecrest is growing too fast. 1/2 hour to get to freeway. Riverside/Orangecrest has no family restaurants only lots of new fast food. You have to go to Corona Claim Jumper, Mimi's Café, no Olive Garden restaurant like San Bernardino. Just fast food at every corner or pizza in Orangecrest. Why call Orangecrest "Orangecrest" if Riverside takes every orange tree out. Van Buren is now cluttered with lights 1/2 hour to get on 91 freeway in morning. Orangecrest was beautiful, now I want out.
- 164 Give up your superficial appearances campaign and put your time and energy into after school programs, friendlier police, planning and zoning people who have read the Constitution.
- 165 More police patrols, bike police, more police interacting with the public.
- 166 Less congestion of freeways, more free youth programs/centers.
- 167 More police, spend the money and hire more police!!! Clean our streets, too much litter, trash at freeway exits. Do something about all the illegal aliens all over town.
- 168 Bryant Park needs more lighting and close some in after hours.
- 169 Please! Keep housing (building) to a minimal, Corona is a great example of too much too fast growth. The town is a mess.  
Overcrowded with no where to go.
- 170 Fairmount park.

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- 171 Park beautification, improve mosquito abatement. Orange Blossom Festival is too carnival-like.
- 172 Speed bumps on street with school.
- 173 The police should be trained to treat all people equal until they are shown to be wrong.
- 174 We need more sidewalks, for instance on Westwood St. lots of people walk here.
- 175 Cease Running noisy garbage truck through the neighborhood at 6:30 am!
- 176 Riverside is a great place, but needs to provide more activities, events, and things to do for students, like old town Pasadena.
- 177 More security/police patrol.
- 178 The slummy resurface was VERY LOUSY. Clean up was very lousy. Response to traffic concerns in neighborhood was very negligent!
- 179 Start by removing an abandoned car in front of my home, and trim the city palm trees.
- 180 At the parks, when the equipment is damaged/vandalized, please replace it don't board it up.
- 181 City street maintenance department needs to fix problem with street drain on corner of Howard and Pleasant. It never drains and water standing is stagnate and smells. It is also breeding mosquitoes. Numerous calls have been made with complaints. Nothing has been done to fix the problem.
- 182 Remove the big trees and let us plant smaller trees.
- 183 More information on programs for limited income or regular income families. People should be cited if they have trash along their lawns.
- 184 I've paid over \$1,000.00 in property taxes and you city people don't know who lives here? And you want to know how you are doing?
- 185 Hispanic families are not the majority, yet they are catered to the most!
- 186 The amount of people moving to Riverside is not being addressed. The traffic conditions are getting unbearable. TRAFFIC!!! DO SOMETHING!  
I would like to see stiffer penalties and awareness of the seriousness of drinking and driving. It is a horrific crime not addressed enough by Riverside.
- 187 Finishing working on freeways.
- 188 We should provide quality education in our school district.
- 189 Better maintenance of major streets like Hole Ave.
- 190 I have no suggestions.
- 191 Get the animal control people to understand that dogs running around in a neighborhood without a leash is illegal and do something about it.
- 192 The streets of Riverside are in need of repair everywhere.
- 193 Start prosecuting residents who intentionally abandon vehicles. This may discourage it, or hire more police parking officers to tow all day. You prosecute dumping but it's okay to fill a vehicle full of junk and push it out to the street. Then police tow it for free. Makes no sense.
- 194 None that I can think of.
- 195 I would like to speak with a knowledgeable person when I have a problem instead of voice mail.
- 196 More and better street sweeping to get mud and debris left by sweeper. Many times dirtier after sweeping.
- 197 All the city services I have had contact with are good.
- 198 More restaurants and shops (Pottery Barn and Crate & Barrel) more night life downtown.
- 199 Police didn't help us at all when a sex offender in our neighborhood was teaching kids gymnastics. After 4 months, nothing has changed yet.
- 200 I think you need more police officers in the streets.
- 201 Police needs to care more for people's complaints. City Development needs to keep sidewalks and streets on better condition (clean ups and tree trimming).
- 202 Slow down on the construction until you can improve traffic! Building too fast without taking traffic congestion into consideration.
- 203 Better street cleaning and enforcing laws for inoperable vehicles or illegally parked vehicles.

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- 204 Fairmount Park is beautiful but people still feel unsure about safety. Good golf! Also, central meridian at Chicago/Central needs work.
- 205 Be more selective about commercial businesses that are allowed in the city. Better restaurants!
- 206 I would like to see Riverside a more beautiful place to live, public places more pleasing to the eye.
- 207 Alternative traffic routes on local radio stations.
- 208 Free pick up, 10 items isn't enough we have almost 2 acres and 1 green barrel isn't enough, and I can't afford to rent extra ones.
- 209 More volunteers in the community action divisions, more affordable fees for small business owners to participate in Riverside events I. E. Orange Blossom. After all we do live in the city and contribute a lot to other small businesses.
- 210 My only comment, Betro said if he were elected he would see to it that the old part of Evergreen Cemetery be taken care of and so far I have seen no improvement and the city needs to do something.
- 211 Lane traffic lights adjusted better.
- 212 Could the sweeping curbside be more stricter by every car should move away when sweeping truck coming. First I think if every car moves away from curbside it will improve the sweeping work and curbside would get more clean. Second, whoever does not move their car should get a fee for not helping (cooperating).
- 213 Listen and assist with neighborhood concerns.
- 214 Hate to receive "your services will be turned off," if you are late with utilities bill (maybe 5 times) in living nearly 30 years in Riverside.
- 215 Solve the problem of homeless camping and panhandling in parks and streets.
- 216 Improve traffic conditions! Better planning and coordination with Cal Trans.
- 217 There should be one place on the web site where people can see all of the meetings and agendas that are planned. Having to search department by department is difficult. Sort of the bulletin board in front of City Hall.
- 218 From where I live, everything is fine.
- 219 Please provide better air, safer bicycle lanes, and an exercise swimming lanes at a local pool.
- 220 Dispatchers at the police and cops could use some sensitivity training.
- 221 Don't hire cheap out of the area labor force for construction. Get Amy Form of PLA agreement with local unions.
- 222 Residential hazardous pick up certain dates. Helps us elderly residents.
- 223 Clean the drains more often to prevent sewer odor.
- 224 To provide extra yard trash pick ups.
- 225 Planning Department and building/safety to work with you as a team not as an antagonistic force.
- 226 A little more law enforcement around public schools to provide more safety.
- 227 Keep up on city streets. Pot holes need to be taken care of.
- 228 Clean up more schools (landscaping act) and streets.
- 229 Increased street cleaning/police presence.
- 230 Market night is getting scary, you shouldn't allow dogs. Special teen programs more things for them to do.
- 231 Speed of exit on Jurupa/Central, and Fairmount Park.
- 232 Police and its POP unit need to keep their commitments. Also, more coded enforcement needed near Poplar and Lime streets with new sidewalks there. We call it "Cholo town" it looks bad.
- 233 Better access to my area of "Pop" police center. California Center closed. Officer Sandy retired.
- 234 Do something about all the drugs on the street and the homeless I.e. criminals begging and robbing on the streets everywhere.



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- 235 Being more proactive in promoting neighborhood up keep. Especially rentals. People who are landlords just want a check but don't up keep homes.
- 236 Traffic signals could be better synchronized to help relieve gridlock.
- 237 Would like to see the city services charges reduced.
- 238 Lower utility costs.
- 239 Orange Blossom Festival needs to be controlled by charging a fee to attend.
- 240 Need to be more proactive with garbage, graffiti, etc.
- 241 Summer jobs for kids. How can a child get a diagnostic test to ascertain a learning difficulty if the school district doesn't publicize it? Not a psyche test! There is a diagnostic center for assessment. How can a child be referred there.
- 242 I would like to see more family activities promoted at parks all year round, I would also like to see more security at parks.
- 243 Put more emphasis on knowledgeable loving tree care, trees make a city. Make sure there are enough neighborhood parks, we need them for parties, family get-togethers, etc. Highland Park is heavily used by not only single family home occupants, but nearby apartments. People need green space with trees and space to escape to not just ball fields.
- 244 Expand and find a place for all these druggies, drunks, and homeless.
- 245 Clean up and work the La Sierra area. La Sierra St looks good, but you need to go in the side streets and look.
- 246 Pave heavily used streets often, take care of standing water in street/curb area.
- 247 Pretty satisfied.
- 248 Waiting time in city offices too long. Some of clerks rude in planning dept.
- 249 Restrooms of parks need to be clean.
- 250 Street/pot hole maintenance at Market and Rivera.
- 251 You are doing a great job!
- 252 More access and awareness for deaf people.
- 253 Public Utilities. Electricity is too expensive.
- 254 Putting sidewalks and pavement on streets that need it.
- 255 Improved street cleaning/more frequent.
- 256 Open up out street Collet at Pierce and Napa.
- 257 DSL/Broadband access in Hillcrest area.
- 258 Better parks, recreation for youths, families.
- 259 More street lights, more trash cans with no charge.
- 260 Need better communication.
- 261 Improve lighting in Downtown and Mission Inn areas.
- 262 More police patrols through Mission Grove parkway, speeding is a problem.
- 263 Trim trees on Mission Inn Ave and Park Ave going east.
- 264 None.
- 265 Continue the partnership with University Village. Expand libraries.
- 266 More upscale restaurants, ethnic businesses, entertainment in downtown Riverside.
- 267 You allow street repairs and improvements to make a mess of local traffic.
- 268 There are too many fast foods, empty calories. Why can't we have some decent restaurants?

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- 269 Spend money more wisely i.e.. Water fountain repair charges ridiculous, auto center pods ridiculous.
- 270 Streets throughout city are in a deplorable condition. Please stop giving huge sums to downtown restaurants and other developments and take care of streets, a definite city function.
- 271 We live in city limits but pay western municipal water. We pay much more, why?
- 272 Be aware that the person responsible to check meter of utilities do their job, because I am very careful in using lights, and my bills are never below \$300. I complained twice, not satisfying.
- 273 Clean up the trash from 4228 University.
- 274 Address street congestion issues. Invest in tearing the old buildings, and replacing new construction. Attract middle class.
- 275 More parks and dog parks.
- 276 Trash collection, tree trimming could be improved.
- 277 More police. Get rid of drug addicts loitering around neighborhood and businesses.
- 278 Please cut the palm trees, they are falling down.
- 279 Hire better contractors to repair and put in new streets. I love this city but our streets are worse than any other city.
- 280 The bus service, parking meters are confusing. Fairmount park needs love and tender care, bring the amusement center.
- 281 I live in Canyon Crest and there is one small park, what happened to all the park fees developers paid, City allows more and more houses to be built! What about shortage of water and streets can't handle anymore traffic.
- 282 Too many solicitors.
- 283 Stop the train from passing at night!! I'm considering a petition! Also a petition for a stop sign at Mary and Marguerita.  
Too many pets are getting hit. This is a neglect issue from the city!! If a child gets hit, you will have a lawsuit!
- 284 Have police actually stop sign (on Victoria and Horace) and the stop light offenders. No more speed bumps in residential neighborhoods.
- 285 We need a 4 way stop sign on Marguerite Ave and Mary Ave.
- 286 Our alleys are poorly maintained. Remove trash and remove graffiti.
- 287 Improved police response and cooperation, not refusing to file a report when asked.
- 288 Lack of representation in government, commerce and education for African American.
- 289 I think that if you pay for services, you deserve to rage, I'm a handicapped.